**COMMENCE CIC**  
**Complaints Policy**

**1. Introduction**  
At Commence CIC, we are committed to providing high-quality services to all our stakeholders, including clients, staff, volunteers, and the community. We value feedback and take complaints seriously. This Complaints Policy is designed to provide a clear process for raising concerns, addressing complaints in a fair and transparent manner, and ensuring that we continuously improve our services and operations.

**2. Purpose**  
The purpose of this policy is to:

* Ensure that all complaints are handled fairly, promptly, and effectively.
* Provide a clear process for individuals to raise concerns or complaints.
* Offer a transparent mechanism for resolving issues and learning from feedback.
* Build and maintain trust with our stakeholders by addressing complaints in a professional and accountable manner.

**3. Scope**  
This policy applies to all individuals who interact with Commence CIC, including clients, staff, volunteers, trustees, service users, and external partners. Complaints may relate to the services we provide, the behavior of our staff or volunteers, the effectiveness of our programs, or any other concerns related to our activities.

**4. Definition of a Complaint**  
A complaint is defined as any expression of dissatisfaction or concern about the services, actions, or behavior of Commence CIC, its staff, volunteers, or trustees that has not been resolved to the satisfaction of the complainant.

Examples of complaints include, but are not limited to:

* Dissatisfaction with the quality or delivery of services.
* Concerns about the behavior or conduct of staff, volunteers, or directors.
* Issues related to the accessibility or effectiveness of our programs or facilities.
* Delays in service provision or poor communication.

**5. How to Raise a Complaint**  
If you have a complaint, we encourage you to raise it with us as soon as possible so we can address it promptly. You can raise a complaint in the following ways:

* **In person**: Speak directly to a member of staff, volunteer, or director.
* **By phone**: Call our office on 07749853292 during working hours.
* **By email**: Send an email to commencecic@hotmail.com with details of your complaint.
* **Online**: Use the online contact form available on our website www.commencecic.co.uk.

To ensure we can effectively address your complaint, please include the following information:

* Your name and contact details.
* A clear description of the issue or concern.
* Any relevant dates, times, or individuals involved.
* Any steps you have already taken to resolve the issue (if applicable).

**6. How Complaints Will Be Addressed**  
We aim to resolve all complaints in a fair and timely manner. The following steps outline how complaints will be handled:

* **Acknowledgment**: We will acknowledge receipt of your complaint within [Insert time frame, e.g., 3 working days]. You will receive a confirmation that your complaint has been received, along with details of the next steps in the process.
* **Investigation**: Your complaint will be thoroughly investigated by the relevant staff member or a designated person. If necessary, we may ask for more information from you or other relevant parties.
* **Resolution**: Once the investigation is complete, we will provide you with a response, including any actions we have taken or will take to resolve the issue. We aim to provide a resolution within [Insert time frame, e.g., 10 working days], depending on the complexity of the complaint.
* **Outcome**: The outcome of the complaint will be communicated to you in writing, along with an explanation of the decision and any steps we will take to prevent a similar issue from arising in the future.
* **Escalation**: If you are not satisfied with the outcome or resolution, you can request to have your complaint reviewed by a senior member of staff, trustee, or an external mediator if necessary. Further steps will be outlined in the response to the review request.

**7. Confidentiality and Data Protection**  
All complaints will be treated with confidentiality, and any personal information shared will be handled in compliance with our **Privacy Policy**. We will ensure that your complaint is managed fairly and discreetly, with respect for your privacy and the privacy of others involved.

**8. Learning from Complaints**  
We view complaints as an opportunity to learn and improve our services. We will regularly review complaints and feedback to identify areas where we can enhance the quality and delivery of our services. Complaints will be recorded and analyzed to identify patterns or recurring issues, which will help us prevent similar problems in the future.

**9. Timescales**  
While we strive to resolve complaints as quickly as possible, we understand that some issues may take longer to investigate. We will always keep you informed of the progress of your complaint and provide an estimated timeline for resolution.

**10. Retaliation and Protection**  
We are committed to providing a safe environment for individuals to raise concerns. Any form of retaliation or victimization against individuals who make complaints will not be tolerated. Individuals who feel they have been subject to retaliation may file a further complaint under this policy.

**11. Review of the Policy**  
This Complaints Policy will be reviewed annually and updated as necessary to ensure it remains effective and in line with best practices. Any changes to the policy will be communicated to staff, volunteers, and stakeholders.

**Date Adopted: 16/02/2025**  
**Signed by:** Maryam Seyad  
**Position:** Founder

**Commence CIC**